Service Request Form (SRF) – User Instructions

[09 Nov 2022]

The Service Request Form (SRF) is a standardized document that must be completed by any organization requesting transport and / or storage services from the Logistics Cluster. Accurate information on the forms is critical for successful tracking and documentation of the services to be provided. The user should carefully review the document before electronically submitting the form to the cluster.

Once the SRF is considered accurate and complete, then the Logistics Cluster will issue a SRF Tracking Number to the user and puts the data into a SRF tracking database[11].

I.   SRF GUIDELINES AND SUBMISSION

Please note the following guidelines on submitting an SRF:

Transport:

- You must complete one SRF per starting location and final location.
- The same SRF can be used If the final location is a service point / storage facility at which cargo will also be stored

 Storage:

- A separate storage SRF must be submitted for each location or storage facility.

> - If users run out of space on the Excel form, then they need to submit additional SRFs and not attempt to add more lines;
> - Any kits on the SRF must be accompanied by a packing list of the items within the kit.

When in doubt, contact the Logistics Cluster at yemen.clustercargo@wfp.org

Key Note: All SRF forms must be emailed in the Excel format to yemen.clustercargo@wfp.org
Please do not save in another file format such as .jpeg or .pdf.

The above instructions are briefly summarized at the top of the Service Request Form.

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[1] The current SRF form was designed using Microsoft Excel in Office 2013. If there are compatibility issues with an earlier version of Excel, the compatibility pack can be downloaded and installed: **Microsoft Office Support Package**.

II. GUIDELINES FOR SRF NUMBER ISSUANCE

Once a SRF has been cleared and accepted by the Logistics Cluster, the user will be contacted and issued a Consignment Number and Tracking Number for the request. The Consignment Number will be allocated from the Cluster Relief Item Tracking Application (RITA) randomly generates Tracking Number for future reference by service requestors.

The above image shows a consignment report where the SRF has been assigned the number "**ROM-0011**" and a unique "**Tracking code: 364388262**". Requestors of services will be able view and manage their requests online at the following location: https://rita.logcluster.org/public/track.htm

- **Tracking Cargo:** Service requestors may search for and monitor up the most recent status of their consignment

- **Releasing Cargo**: Service users can request the release of part or all of the cargo associated with their consignments.

III. SERVICES REQUESTED

- If "**TRANSPORT SERVICE"** is requested, then this section will be utilized. *Users need to remember to submit a SRF for each location*.

- The "**Ready to Load**" is the date the cargo will be available for movement. Make sure you fill it in as it will have an impact on the availability for transport planning.

- Dispatch location should be clearly stated in the "**FROM (Town/City name)"** field, specific locations such as "LC Warehouse" or "Organization Warehouse" should be provided in the "**(Office/Facility Name)**" field, other details of the location should be provided in the "**(Street Address)**" and/or **(Lat./Long.)**" fields.

- Receipt location/airstrip should be clearly stated in the "**TO (Town/City name)"** field. Other information should be clearly stated as per indicated above.

N.B. The mode of transport will be based on services being offered, availability and cargo priority.

- If "**STORAGE SERVICE"** is requested, then this section will be utilized.

- Location where the goods will be stored in should be clearly stated in the "**Location**" field **(Town/City Name – Facility Name)**.

- The "**Beginning**" date should be clearly stated as it will have an impact on the storage planning available space.

- The "**Until**" date should be clearly stated as it will have an impact on the storage planning available space.

N.B. ensure the Storage Service request is on a temporary basis only (contact Logistics Cluster focal point to find out available storage duration).

IV.   SENDING, RECEIVING ORGANIZATIONS AND CLEARING AGENT DATA

The "**SENDING ORGANIZATION**" will be the agency and details of the person sending the items (Who has ownership and/or custody of the goods before they will be handed over for the service to be provided).

The "**RECEIVING ORGANIZATION**" is the agency receiving the items (Who will have ownership and/or custody of the goods immediately after the service has been provided).

If international shipments are required, users need to ensure the "**CLEARING AGENT**" contact information is valid and country relevant (the clearing agents need to be in the country). Domestic movements will not require this information.

Key Note: Users must ensure all contact details provided in the SRF are accurate and valid.

The Logistics Cluster and/or WFP will not be the Consignor or Consignee for an agency unless the items are for WFP programme implementation.

V.   CARGO LISTED

	Category	Inventory Units		Description	Handling Units		Weight/Size		Value	Dangerous Goods (DG)		Item is	Item is	Temperature	Expiration	Batch/Lot
		Quantity	Unit Type		Quantity	Unit Type	Total Kg	Total m3	(US Dollars)	Item is DG?	UN ID #	Regulated	Fragile	Range	Date	Number
1																
2																
3																
4																
5																
6																
7																
8																
9																
10																
11																
12																
13																
14																
15																
	TOTAL (Weight/Size/Value) for the Consignment															

Category – Users must identify the category of their items using the drop-down menu. The item categories correspond to the Cluster associated with the items, practically which need to be picked based on the use of the line-item cargo. The full list of categories, along with examples, can be seen at the end of this document. The identification of the item categories provides a critical piece of information when reporting Cluster support by sector.

Inventory Units – These are the lowest level of units being shipped.

1. **Quantity** - The Total No. of items can only be a whole number and the Unit Type needs to describe the items accurately.

2. **Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:

    - Bulk (kg)
    - Each
    - Litre
    - Pair
    - Part

Description - A full and accurate description of the goods being shipped must be provided in the "**Description**" section of the SRF. Item descriptions need to be as specific as possible or your SRF may be delayed in processing. The Logistics Cluster needs to know very specific and detailed information on all cargo shipped so that the Cluster can ensure proper handling. Additionally, items such as fuel which may contaminate other humanitarian relief goods such as food need to be shipped in different modes.

Key note: If an agency is shipping a relief item consisting of a pre-packaged basket of goods, they must attach the packing list of that basket. For example, if an agency is sending a pre-packed bag of cooking NFIs (pots, cups, etc…) then even though the bag is an individual item, the cluster still must have the packing list of those items for insurance and customs reasons.

Handling Units: This section describes how the individually counted units are packed together.

1. **Quantity** - The Total quantity of Handling Units can only be a whole number and the Unit Type needs to describe the items accurately. Please note that the Handling Units Quantity should only be the same or less than the Inventory Units Quantity.

2. **Unit Type** - Right now users can only pick from a drop-down menu of choices in order to ensure standardization of item info from the users. This can easily be expanded if required. Unit choices:

Bulk (kg)	Crate	None/Loose
Bag/Sack	Drum/Barrel	Each
Bale/Bundle	Kit/Set	Litre
Box/Carton	Roll	Pair

Total Weight/Size

1. **Total Kg** - This must be filled out correctly. Only numerical entries can be entered by the user. The user must enter the total weight in KG of the line items.

2. **Total m3** – Calculating the volume of the items you are requesting the Logistics Cluster to handle is a critical component of cargo movements and storage. The Logistics Cluster uses this information to consolidate and ensure that the full use of Mobile Storage Units (MSUs) and common transport modes (boat, barge, truck, or fixed wing) are being utilized to their fullest potential.

- To calculate volume, you simply need to measure the height, width, and length of any item's box and multiply.

    Volume = height x width x length. *For example, if your box is 1.2 m high x 2 m wide x 1 m long, your total volume for that box is: 2.4 m3*

- If you have a small box in centimetres, calculate it in meters before calculating volume by dividing the centimetres by 100. *For example, if your box is: 100 cm = 1.00 m; 150 cm = 1.50 m; and 200 cm = 2.00 m.*

    Therefore, the volume is 1.00 x 1.50 x 2.00 m = 3 m3

- An online volume calculator is available here: https://volumecalculators.com/

- In the SRF, you will insert **total volume for the line item only**.

Key note: The user needs to ensure this data is accurate and the totals for Weight and Volume make sense for the items being described.

Dangerous Goods – Items which can be considered hazardous or dangerous cargo through international shipping standards. Examples are lithium batteries, items containing fuel or petroleum products, or other chemicals. All such items will have a corresponding UN ID number which should be utilized (by Clicking the **HERE** button you will access the relevant UN webpage to find out your dangerous goods UN ID) and i n put in the " **UN ID Number**" in the required space.

Regulated – Items which may have locally implemented restrictions. For example, wireless communications equipment in locations where communications equipment is heavily regulated.

Fragile – These are any goods which require sensitive handling or careful storage (e.g. electronics or glass).

Temperature Range – Items that are temperature sensitive and may require special storage or handling. To indicate temperature requirement ranges select one of the pre-defined ranges from the drop-down in the SRF. For ranges that are not expressed in the drop-down, please include the temperature ranges in the comments section of the SRF.

Temperature Range	Common Name
Below -15°C	Frozen Storage
2° to 8°C	Refrigerated Storage
8° to 15°C	Cool
15° to 25°C	Climate Controlled or "Room Temperature"

Expiration Date – For items that have specific expiration dates that need to be tracked, including food, medical and chemicals. Expiration date is not mandatory, and is generally only included where required.

Batch/Lot Number – For items that must be tracked by batch/lot of production, usually pharmaceuticals or medical consumables. Batch/Lot number is not mandatory, and is generally only included where required.

Comments - This box can provide specific information and/or special requirements for handling or transportation of your cargo/items or any other relevant logistics information.

VI.   CONDITIONS OF SERVICES

CONDITIONS OF SERVICES
All requests made with this SRF are subject to the following terms and conditions:

(i) The service provider acts as an agent for the service users.

(ii) The service provider assumes no responsibility for the transportation and storage and/or for any loss of or damage to the Goods carried.

(iii) Service users are responsible for making adequate arrangements for the insurance of their Goods.

(iv) This SRF is not a document of transport.; it is issued for administrative convenience and is not intended to replace, substitute or supersede the transport document that may be issued in connection with any movement under the SRF.

(v) All duties and taxes assessed on the cargo listed on this SRF are the responsibility of the Sending Organisation, and should be resolved to the satisfaction of the relevant authorities prior to the cargo being handed over by the Sending Organisation or their Agent to the service provider.

(vi) The information contained in this SRF will be treated digitally, and may be hosted on a 3rd party server.

"**CONDITIONS OF SERVICES**" refers to the terms and conditions that Service User agrees to abide by in order to use the Common Services provided by Service Provider.

VII.   AFFIRMATION, DATE AND SIGNATURE

AFFIRMATION

I hereby certify that the listed cargo is the property of a humanitarian organisation and is for humanitarian purposes only. All required documentation will be ready and complete for the listed cargo by the "Date Ready to Load" in case of Transport Service, by the "Beginning (Date)" in the case of Storage Service, or whichever occurs first. I declare that all the information contained in this form to be true and correct to the best of my knowledge.

Name and Position of Requester

Name

Position

Date

By filling in the "Name", "Position" and "Date" cells, you agreed with the statement provided in the "AFFIRMATION" box and the statement in the "CONDITIONS OF SERVICES" box.

The Logistics Cluster accepts SRFs from a known agency email address as the SRF must be submitted in an Excel file format.

The Logistics Cluster will accept an email as the agency's signature if it comes from a known email address and Service user; if a Service user still wants to submit a signature, they may scan and paste a signature into the block. However, please note this is not necessary for registration of an SRF.

Global Logistics Cluster

CATEGORIES	DESCRIPTION	COMMON EXAMPLES
Camp Coordination and Camp Management	Items for the installation and support of refugee or IDP camp infrastructure	Cement, timber, shovels, portable, containers
Early Recovery	Supporting materials for programmes involved in restoration of public service or livelihood programmes	Wheelbarrows, shovels, construction materials
Education	School and student support equipment	Text books, stationery, , desks
Food Security	Food Products for support of the beneficiary	Rice, vegetable oil,maize, milk
General Operations	Items not directed towards the beneficiary and not covered by other categories.	Office supplies, stationery, desks
General Program	Any item required to support sectorial programs	Vouchers, distribution cards
Health	Any material required for the medical support of beneficiaries	Bandages, portable operating theatres, medicines
Logistics	Materials required for the direct logistical support of programmes	Fuel, motor oil, vehicles, generators, portable warehouses
Nutrition	Food considered in relation to the body's dietary needs	Plumpy' Sup, Plumpy'Nut, High energy biscuits (HEB)
Protection	Any item used to directly support programmes aimed at ensuring all people are protected in accordance with their human	Advocacy materials, mine action / removal equipment, debris removal items
Shelter	Materials used to protect beneficiaries from the elements	Tarpaulins, tents, plywood, nails, mattresses, blankets, plastic sheeting
Telecommunications	Equipment required to directly support field radio and information communications	Radios, satellite phones, radio towers
WASH	Water, sanitation and hygiene products for beneficiaries	hygiene kits, chlorine, sanitary kits